

# ANGELA CARRERA

## PERSONAL

### Name

Angela Carrera

### Address

123 Anywhere Avenue

Mobile, AL 24642

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123-456-7890

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exampleresume@cvmaker.com

Customer Service Supervisor with 5+ years of professional experience, specializing in team leadership, client relations, human resources, and operations management. Proven track record of leading and building cross-functional teams to improve customer service ratings by 20%.

## WORK EXPERIENCE

### Customer Service Supervisor

Mar 2020 - Present

ABC Corp, Auburn, AL

- Develop incentives for employees to improve team engagement, increase customer survey responses by 20%, and improve membership enrollments by 10%.
- Coordinate daily tasks in a fast-paced retail environment to optimize workflows and efficiency of frontline sales, product returns, and home delivery, resulting in a 92% average for customer surveys.
- Manage a team of 25 retail staff and sales associations, provide training on customer service protocols and communication, and conduct evaluations and surveys on performance.

### Customer Service Supervisor

Sep 2017 - Mar 2020

ZYX Inc., Auburn, AL

- Served as point of contact for escalated customer service problems and identified solutions to ensure customer satisfaction and maintain service level goals.
- Managed all aspects of a retail store's customer service department generation \$3M annually, including coaching and training team members on client relations best practices and service policies and protocols.

## EDUCATION AND QUALIFICATIONS

### Bachelor of Business Administration

2016

The University of Alabama, Mobile, AL

## SKILLS

Customer service	● ● ● ● ●
Team leadership	● ● ● ● ●
Operations management	● ● ● ● ●
Communication	● ● ● ● ●
Personnel management	● ● ● ● ●

## REFERENCES

### Maria Trelles

Available on request

ABC Corp

### Boyd Shiner

Available on request

ABC Corp

### Viola Spencer

Available on request

ZYX Inc.